

LOCAL AREA NETWORK (LAN) SUPPORT SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
4826(3291)	Local Area Network (LAN) Support Specialist I	02	734	6 mo.	12/23/96
4827(3291)	Local Area Network (LAN) Support Specialist II	02	734	6 mo.	11/05/97
4828(0046)	Local Area Network (LAN) Administrator	02	734	6 mo.	11/05/97

Promotional Line: 348

Series Narrative

Positions assigned to this series have as their primary function the operation of a data processing Local Area Network (LAN), normally serving a major administrative (e.g. a vice-president) or academic (e.g. college) division of an institution. Positions having a similar responsibility for the entire agency for the institutional Wide Area Network (WAN) are outside of the scope of this series, as are those whose primary function is that of serving in an instructional or consultative capacity with end-user clients. The primary work of the series is that of design, operation, and maintenance of a Local Area Network, inclusive of installation of computers and workstations on the network, installing hardware and software upgrades, maintaining and monitoring the system to provide optimal quality to the end-users. While employees in positions in this series will periodically provide instruction to end-users, that is not the primary function of positions assigned to this series.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Local Area Network (LAN) Support Specialist I **4826(3291)**

Employees at this level are microcomputer-literate, entry-level specialists in networking. They learn network operations and perform simpler systems duties (such as data gathering, monitoring operations, or network documentation) as well as install equipment and software. They work under direct supervision of a designated technical supervisor.

A Local Area Network (LAN) Support Specialist I typically –

1. provides basic network support services to users (such as, the installation of personal computers and workstations onto the network, configuring network interface cards and client software, and installing and supporting network printers and queues)
2. executes well-defined backup, recovery, and security procedures to ensure continual availability of the network
3. provides assistance to network users in resolving routine network problems
4. maintains and reviews logs and audit trails to detect intrusion, virus, or other problems and begins corrective action
5. performs other related duties as assigned

Level II: Local Area Network (LAN) Support Specialist II **4827(3291)**

Positions assigned to this classification are responsible for providing technical data processing support of network-based applications for either (a) an assigned portion of a major academic or administrative unit, or (b) a smaller autonomous LAN, such as a single academic department. LAN support Specialists may assist in reviewing new client-server products or upgrades of existing products or upgrades of existing products for applicability to the operational mission and existing hardware/software environment of the employing unit, participate in recommending acquisition of new products or upgrades when appropriate, and assist in the installation, testing and operational effectiveness of the new systems on the LAN. Support Specialists may assist LAN Administrators in ensuring the client operating systems (e.g., DOS, DOS/Windows, Windows 95, OS/2, MAC OS, and UNIX) are configured properly to communicate with the network and that all university standards and procedures are enforced on the LAN.

A Local Area Network (LAN) Specialist II typically –

1. performs standard troubleshooting tests of the network and assigned components in accordance with established schedules or as required by user needs
2. installs new or upgraded components to the existing hardware/software configuration of file servers of assigned unit(s)
3. backs up appropriate data and applications on a regular basis; follows established procedures for protecting the integrity and security of data stored on or routed through the assigned file server(s)
4. ensures that all access to the LAN is only by persons authorized by the employer with appropriately registered logon Ids and passwords; keeps appropriate records and histories of access by users
5. assists users with their continued access to the LAN; provides for the required software drivers and correct versions of software packages
6. conducts standard integrity tests of new client-server applications before distributing to users
7. ensures that LAN policies, procedures, and standards of the assigned server(s) conform with applicable higher-level policies and procedures
8. may supervise lower level staff members
9. performs other related duties as assigned

Level III: Local Area Network (LAN) Administrator **4828(0046)**

Positions assigned to this classification are responsible for the acquisition, installation, maintenance, and support of network-based applications for a major academic or administrative unit, normally composed of several subordinate units or departments. LAN Administrators are responsible for regularly reviewing new network-based products or upgrades of existing products for applicability to the operational mission and existing hardware/software environment of the employing unit, recommending acquisition of new products or upgrades when appropriate, and in overseeing the installation, testing and operational effectiveness of the new systems on the LAN. LAN Administrators also have responsibility to ensure that client operating

systems (e.g., DOS, DOS/Windows 95, OS/2, MAC OS, and UNIX) are configured properly to communicate with the network and that all university standards and procedures are enforced on the LAN. There may also be supervision of lower level data processing support personnel.

A Local Area Network (LAN) Administrator typically –

1. is responsible for the installation, testing and operational effectiveness of new or enhanced systems of assigned unit(s)
2. manages multiple projects with responsibility for preparing detailed, long-range, comprehensive system plans
3. ensures that appropriate data and applications are backed up on a regular basis and implements procedures for protecting the integrity and security of data stored on or routed through the assigned file server(s)
4. ensures that all access to the LAN is only by persons authorized by the employer with appropriately registered logon Ids and passwords; keeps appropriate records and histories of access by users
5. assists users with their continued access to the LAN; provides for the required software drivers and correct versions of software packages
6. ensures that all applications being used are the same version and that all applications software on the LAN are legally licensed
7. provides integrity tests of new client-server applications before distributing to users; establishes and implements LAN policies, procedures, and standards and assures their conformance with overall institution/agency policies and procedures
8. selects, evaluates, assigns, and reviews work performance of subordinate technical staff
9. provides expert advice and training to others in the organization
10. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO

Level I: Local Area Network (LAN) Support Specialist I

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent
2. (A) 60 semester hours of university/college course work with a minimum of 12 semester hours of credit in computer science

or

- (B) 24 months of work experience supporting networks and applications using TCP/IP or other widely used networking protocols

or

- (C) any proportional combination of above course work and experience that totals 24 months

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. working knowledge of microcomputer concepts
2. knowledge of electronic data processing capabilities
3. basic theory of networking concepts
4. working knowledge of microcomputer operating systems (such as DOS, Windows, OS/2)
5. knowledge of microcomputer software operation and configuration
6. ability to understand and utilize local area network optimization, customization, and diagnostic tools
7. good oral and written skills

Level II: Local Area Network (LAN) Support Specialist II

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. (A) possession of education/experience requirements listed for the Local Area Network (LAN) Support Specialist I and two years of experience at or comparable to Level I of this series

or

- (B) Baccalaureate degree in computer science and one year of experience supporting networks and applications using TCP/IP or other widely used networking protocols

or

- (C) any proportional combination of above course work and experience that totals 4 years

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. thorough working knowledge of computer and networking concepts in a variety of operating systems and communications protocols
2. ability to understand and utilize network optimization, customization, and diagnostic tools

3. ability to design, install, and support network systems for end user applications
4. good oral and written skills

Level III: Local Area Network (LAN) Administrator**4828(0046)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of education/experience requirements listed for the Local Area Network (LAN) Support Specialist II and two years of experience at or comparable to Level II of this series

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. thorough working knowledge of computer and local area networking concepts in a variety of systems; network protocol and packet analysis; and the various layers of the Operating Standards Index (OSI) networking communications model
2. ability to understand and utilize network optimization, customization, and diagnostic tools
3. ability to design, install, and support network systems for end user applications
4. supervisory experience
5. ability to design systems and debug network problems

Local Area Network (LAN) Support Specialist I	New
Local Area Network (LAN) Support Specialist II	Edited
Local Area Network (LAN) Administrator	Edited